

MEDICAL

MEDDAC

The BG Crawford F. Sams US Army Health Clinic provides outpatient primary care and limited specialty care services to active duty personnel, retired military, Department of the Army civilians, and their families. While the main service of BG Crawford F. Sams US Army Health Clinic is primary care, physical therapy, optometry and behavioral health services are available as well.

To make appointment, please call the MEDDAC-J Appointment Line at 263-4175. Listen carefully to the menu options. MEDDAC-J is committed to providing the best access to care possible.

BG Crawford F. Sams US Army Health Clinic is staffed by family practice and general medicine physicians and a nurse practitioner who see all authorized beneficiaries. Social workers provide individual, marital, family, and group counseling.

While active duty and their family members and retirees and their eligible family members receive medical care at the clinic at no cost, civilians are charged for care administered at either the military or Japanese health care facilities. The BG Crawford F. Sams US Army Health Clinic Community Relations Officer will liaison between the host nation hospital and the patient to ensure prompt payment to the hospital. Payment mechanisms differ depending on the beneficiary category of the patient. If you have any questions concerning payments, please contact the BG Crawford F. Sams US Army Health Clinic Community Relations Officer at 263-8197.

Specialists in pediatrics, surgery, internal medicine, obstetrics, dermatology, urology, allergy and radiology are available at local U.S. Air Force and Navy hospitals. Referral by a BG Crawford F. Sams US Army Health Clinic provider is necessary for an appointment to see a specialist. However, BG Crawford F. Sams US Army Health Clinic personnel will assist in obtaining these appointments once the primary care manager refers the patient to specialty care. BG Crawford F. Sams US Army Health Clinic also provides a daily shuttle to and from Navy and Air Force Medical Treatment Facilities.

Beneficiaries requiring in-hospital care are referred or evacuated to the 374th Medical Group Yokota, U.S. naval Hospital Yokosuka or host nation medical facilities such as Kitazato University Hospital in Sagamihara City if the required care is not available in the military system.

BG Crawford F. Sams US Army Health Clinic does not have an emergency medicine department. Emergency medical services may be obtained by calling 911. For 911 calls initiated on Camp Zama, a BG Crawford F. Sams US Army Health Clinic ambulance will transport the patient to the appropriate host nation hospital with the capability and capacity to meet the medical need. For 911 calls initiated on Sagamihara Family Housing Area or Sagami Depot, a host nation ambulance will transport the patient to the appropriate host nation hospital with the capability and capacity to meet the medical need. In all cases where a U.S. patient is taken to a host nation hospital, BG Crawford F. Sams US Army Health Clinic will launch a translator to the hospital to facilitate communication between the patient and the clinical staff.

Medical Services for DACS

As a US civilian employee in an overseas area, you are eligible for medical care in military medical facilities in the overseas area only, on a space-available basis and for a fee. What treatment is available will depend on where you are assigned, but our priority for care is always the same, which is AFTER active duty military members and their families. In most locations, you will not be able to obtain routine dental or optometry care. Depending on patient demand and care availability, other types of care will not be available from military facilities. If you have health concerns, you should discuss this with your gaining CPAC and sponsor in order to make sure that your health care needs will be provided for.

Military medical care is expensive. The fee schedule changes annually. Representative costs for outpatient care ranged from \$160 for family practice to over \$160 for internal medicine, neurology, or emergency room care. That price is all-inclusive, in most cases, of any tests ordered, medications prescribed, and follow-up care needed. Military medical facilities do not provide itemized statements of charges and care, nor do they file with your medical insurance carrier.

You or your family members will probably need to use medical and dental providers on the economy at some point during your tour. Referrals can be obtained from the Tri-Care office of your local military medical facility or from co-workers who have providers they have used and recommend.

Obviously, you will still need health insurance over here. DO NOT count on whatever care you need being available on post. Most insurance carriers are more flexible regarding what kinds of receipts they will accept from Host Country providers. Contact your health insurance carrier for specific forms and instructions on filing overseas claims. You can also obtain more information about the Federal Employees' Health Benefits program from your Civilian Personnel Advisory Center or by reviewing the Office of Personnel Management's Web Site at www.opm.gov.

CONTACT INFORMATION

Department of the Army
Headquarters, BG Crawford F. Sams US Army Health Clinic
APO AREA Pacific 96338-5011
Commercial Phone: 011-81-46-407-4127
DSN: 263-4127/4128

DENTAC

The U.S. Army Dental Activity, Japan would like to inform you about the scope of dental treatment available at Camp Zama and of the best way to avail yourself of this benefit.

AR 40-3 specifies the following treatment priorities for categories of patients:

Active Duty Military - complete dental care. Your unit will be notified when you are due for your annual dental examination. Completion of this examination is an integral part of the Oral Health Fitness Program outlined in AR 40-35, Preventive Dentistry. Participation in this program is a shared responsibility of each soldier. The unit commander is to ensure dental readiness upon deployment.

Family Members of Active Duty Personnel - complete care on a space-available basis. Some specialties are severely limited.

Retired Military - space-available care.

Family members of retired military - space-available care, including examinations, cleaning, fillings, and oral surgery are available to a limited degree. Priority care goes to the three higher categories.

DOD Civilian Personnel and their family members - space-available care with a DOD established fee. Currently examination, prophylaxis (cleaning), routine restorative (filling), and oral surgery are available, but very limited. Prosthodontics (crowns, bridges, dentures), periodontics (extensive gum treatment), endodontic, and orthodontics are not available from the DENTAC. Treatment categories available to DOD civilians change periodically based upon the demand for these services by patients in the higher four priorities.

Sick call hours are 0730 - 0830, Monday through Friday, with the exception of Thursday, when sick call hours begin at 12:30. Sick call consists of acute pain, swelling, bleeding, etc., that can not wait for a routine exam appointment. Treatment rendered will usually be of an interim nature.

Routine dental examinations are accomplished Monday through Friday by appointment. For an appointment call the clinic receptionist at 263-4603. Appointments for subsequent treatment will be made after completion of the dental examination. A parent or adult legally designated to act as sponsor must accompany patients under age of 18 for the initial examination. The presence in the clinic of a parent or adult legally designated to act as sponsor is requested although not required during subsequent visits for children 13-17 of age. Consent for treatment for children under age 18 may be granted by signing a SF 522 on which the treatment plan has been properly delineated. Deviations from the agreed upon treatment plan may not be made without authorization from the parent.

We request that you arrive at the clinic a few minutes before your appointment time. If you cannot keep an appointment, please call the clinic receptionist as soon as you know, giving a minimum of 24 hours notice, so that time can be made available to another patient. Your appointment will normally be held for a maximum of 10 minutes after the appointment time. If

you are not present, another patient will be substituted and you will be counted as having broken the appointment, even if you subsequently arrive or telephone.

Specialty Care: Although most specialty care can be provided by the dental officers at Camp Zama, more complex care may sometimes be necessary. This more complex care is provided on a referral basis by specialists in dentistry at Yokota Air Base or Yokosuka Naval Base.

Orthodontic Care: Orthodontic care to family members of active duty military personnel is severely limited. This service is currently rendered on a referral basis by the Dental Service, USAF Hospital, and Yokota Air Base. The number of patients requiring orthodontic services far outnumbers the available treatment opportunities. Sponsors should not expect orthodontic treatment to be initiated on their family members. Family members who arrive in this command already in full orthodontic appliances (braces in all teeth) placed prior to written notification of reassignment (date of PCS orders) are usually accepted as transfer cases. However, Air Force Instruction 47-101 states that braces placed after written notification of assignment are the lowest priority, and those patients rarely receive care.

Pay patients: As stated earlier, DOD civilian personnel and their family members receive space-available care with an established fee. The fee is set by DOD and is based on the type of work performed. Currently it is \$101 times the DoD weight for the procedure performed. Certain types of follow-up treatment (such as suture removal) are non-chargeable.

Effective 1 October 1984 IAW 10 U.S.C. (Section 1077 (a) (2)) the US Government must be reimbursed for the cost of dental prosthesis furnished to family members of active duty and of retired members of the uniformed services and to qualified survivors of uniformed services personnel. Fees have been set by DOD for removable partial dentures, complete dentures, and fixed partial dentures (bridges). All other dental care remains free of charge to eligible recipients. The established fees are extremely low in comparison to civilian charges (e.g. \$11.00 for a complete denture versus \$750 - \$1000 civilian). The required fees must be paid in full prior to initiation of the corresponding phase of treatment. No phase of treatment for which a fee is required will be initiated without the patient's full understanding and consent.

Dental records are the property of the U.S. Government and as such are governed by regulations:

If a non-active duty patient is not seen at the clinic during two calendar years, at the end of the second year we are required to remove his/her record from our file and ship it to a National Records Holding Center. Reminders of this are published in December in local information media. One good way to ensure that your records are maintained on file is to have a dental check-up at least annually.

If a non-active duty patient is transferred to an area where he/she is not eligible for military dental care or it is not available, we cannot release the dental record. We will provide copies of the treatment record upon request, provided sufficient notice is given.

If you have any questions or comments concerning dental care, please call or stop by the clinic.

OUTPATIENT RECORDS

Phone Number: 263-3455

The Outpatient Records Department is, most often, a patient's first stop when accessing care at BG Crawford F. Sams US Army Health Clinic. This department specializes in a multitude of medical records management processes. Services available include:

Patient Registration- The Outpatient Records Department will verify eligibility for care by checking your ID card's expiration date and conducting an automated DEERS verification. Upon verification, you will then be registered into the Composite Health Care System (CHCS). Having current personal data on you and your family members is a critical element to providing you updates on healthcare programs or for enabling providers to contact you with test results or follow-up evaluations.

PATIENT TRANSPORTATION

Phone Number: 263-8198

Transportation is available for the purpose of consultation and/or treatment of a condition beyond the capabilities of BG Crawford F. Sams US Army Health Clinic.

Ground Transport- Patients requiring transportation to Yokota Air Force Base's 374th Medical Group or the U.S. Naval hospital @ Yokosuka must contact the Patient Movement Coordinator at least 48 hours in advance.

Air Evacuation- Receiving, evacuating, and transferring patients to other military treatment facilities outside of Japan is the most important patient accountability function that we provide. Patients who require air evacuation to Okinawa, Hawaii, or CONUS must coordinate with their Primary Care Manager.

TRICARE SERVICE CENTER

Phone Number: 263-8205 (Enrollment), 263-8197 (HBA)

Our TRICARE Service Center is staffed with trained personnel who are prepared to help you understand the TRICARE program. Available services include:

TRICARE Enrollment/Disenrollment- Eligible beneficiaries may elect to enroll in TRICARE Prime, Standard, or PLUS. Contact our Health Benefits Advisor for more information.

Other useful Sites:

<http://www.tricare.mil/>